

Troubleshooting

Problems Setting Up hph.doxy.me

If you experience any issues setting up your hph.doxy.me account please call the Clinician Epic Support Line (535-7010, option 2), and the Training and Optimization Team will be happy to assist.

There are also a few common fixes you can try:

- 1) Did you receive an email?
 - a. Yes
 - i. Check to be sure that you are signing in to <https://hph.doxy.me/sign-in> using a smartphone, chrome, or safari. Internet Explorer (default browser) is **not** supported.
 - ii. Check to be sure that you are signing in via your **hphmg.org email**. Legacy emails (e.g., Kapi'olani.org, Straub.net, etc) will not work.
 - b. Yes, but email was ignored, deleted, and/or thought it was SPAM
 - i. Ignored – Search outlook for an email from support@doxy.me
 - ii. Deleted – In Outlook, Go to Folder → Recover Deleted Items → Sort by “From” → Find the welcome email from “Doxy.me” → highlight the email → Select “Restore Selected Items” (Clinician Epic Support can help with this)
 - c. No
 - i. Are you an employed physician?
 1. Yes –
 - a. Call Clinician Epic Support Line (535-7010, option 2)
 - i. Note: we have not yet issued licenses to radiology, anesthesiology, or employed health care affiliates (e.g., NPs, Pharmacists, Fellows, etc).
 2. No – but I am employed affiliate (e.g., RN, Pharmacist, etc).
 - a. Call Clinician Epic Support Line (535-7010, option 2)
 - i. We have not yet issued licenses to employed affiliates, but are able to by request.
 - ii. Large roll-out for this group may be forthcoming.
 3. No—I am Health Advantage Connect (e.g., non-employed) physician.
 - a. Visit the Health Advantage Connect request form on the [TeleHealth Intranet Page](#).
 - 2) I already have a free account
 - a. Call Clinician Epic Support Line (535-7010, option 2)
 - b. You will be asked to delete your free account and will be issued a new, paid license.
 - 3) I received the error, “Invitation Token Does Not Exist”
 - a. Call Clinician Epic Support Line (535-7010, option 2)
 - b. You will be issued a new account.

- 4) I do not have a smartphone device:
 - a. Use an iPad with WiFi connection
 - b. Use a laptop with a built-in microphone/camera with WiFi Connection
 - c. Call Clinician Epic Support Line (535-7010, option 2)
 - i. You may request a camera/headset for your desktop.
 - ii. Cameras/headsets are on back-order nation-wide so it may take a while to issue one.
 - iii. IT is in the process of sterilizing and redistributing headsets and microphones from shared services.
 1. If needed, IT will be starting a prioritized list for providers who need a re-distributed device.
- 5) I changed my URL to something other than my NPI (breaks Epic functionality).
 - a. Call Clinician Epic Support Line (535-7010, option 2)
 - b. *Note: IT has "locked down" this function; we should no longer see this error.*